

March 28: My old phone, 718-788-1145, was suppose to be turned off and my new phone, 718-858-5110, was suppose to be turned on. 718-788-1145 was turned off, but 718-858-5110 was not turned on.

March 29: I called to find out when 718-858-5110 was going to be turned on; I was told it would be on by midnight. It was not.

March 30: I called to find out when 718-858-5110 was going to be turned on; I was told that someone would call me back. Nobody called.

April 1: I called to find out when 718-858-5110 was going to be turned on; I was told that someone would call me back. Nobody called.

April 3: I called to find out when 718-858-5110 was going to be turned on; I was told that someone would call me back. Nobody called.

April 4: I called to find out when 718-858-5110 was going to be turned on; I was told that someone would call me back. Nobody called.

April 5: I called to find out when 718-858-5110 was going to be turned on; I was told that someone would call me back. This time I had to adamantly insist that I be told when somebody would call me back. Someone was supposed to call in 15-20 minutes; they didn't. Two hours later, I called again, this time I had a hard time being nice. The Z-Tel representative insisted that there was nothing they could tell me or do for me. Someone finally called me back later that day. She specifically told me that a technician would come to my apartment between 8:00 a.m. and 12:00 p.m. and that I should be there. Not only did the woman I spoke to know that I work weekdays but she did tell me that a technician would be there the next day (which was a Sunday). *This is the first day when the voicemail on the new number worked, though there wasn't a dial tone. This is, presumably, the day they realized there was something wrong with the line (more than a week after it was scheduled to be turned on).

April 6: The technician never showed up. I called Z-Tel at 1:00 p.m. and was told that the commit date was the next day--a Monday. I told the rep that I could be home in the late afternoon/evening.

April 7: The technician called me on my cell phone in the morning. I was already in the office. He said he'd try to come back in the late-afternoon/evening but I never heard back from him, though I left the office and was home early. That evening when I called Z-Tel, they told me someone might come the following evening from 4:00-8:00 p.m.

April 8: I left work early in order to be home by 4:00 p.m., but the technician did not come.

April 9: The technician called me in the morning, but I was already in the office. I told him I could be at my apartment by 4:30 p.m., but he suggested I call Z-Tel and reschedule. I called Verizon instead.

Not only have I missed work, but my cell phone bill is exorbitant, especially as calling Z-Tel often means waiting on hold. Should it take nearly two weeks to have a phone turned on when it's the 21st century?